

Bus Users Travel Survey

Survey results and report May 2023

This report sets out the results of a survey among Menheniot residents taken in May/June 2023 to examine attitudes towards the community bus service (451a) that operates between Menheniot and Liskeard, provided by Saltash Red Bus and funded by Cornwall Council.

20 June 2023

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MENHENIOT PARISH COUNCIL

www.menheniotparish.org.uk

Background

This survey was conducted among residents of Menheniot during May 2023 as a satisfaction survey following the introduction of a new bus service between Menheniot and Liskeard. The questions are taken from an annual survey carried out by the Transport Focus, an independent consumer organisation representing the interests of transport users. We have copied their questions to get a comparison between Menheniot, as a small parish council and the average of larger metropolitan transport authorities. We have followed the format of the national survey by combining the top two responses, but all levels of satisfaction can be viewed on the tables and graphs.

Headlines

By 27 May 2023 when final collections of paper copies had been received and collated, the council had received survey responses from 24 residents. Two returns were from people who were not bus users, so 22 were from bus passengers. The capacity of the bus is 16, so this is the equivalent of 140% of a single bus journey.

When compared to the profile of the parish, bus passengers are: most likely to live in or close to Menheniot village; be female; be older than 65. (see Technical section below). When compared to the 2019 Transport Focus study, Menheniot passengers are very satisfied with:

- The overall journey
- The fare charged
- Punctuality and timekeeping
- Behaviour of other passengers
- The journey time

In their comments, people completing the survey are:

- Very complimentary about the drivers and their support
- Would like an extra service on other days
- Would like to spend more time in Liskeard

The reasons they give for not using the service are:

- Friday is not a convenient day to travel to Liskeard
- Timing of departure and return does not fit working times

Next steps

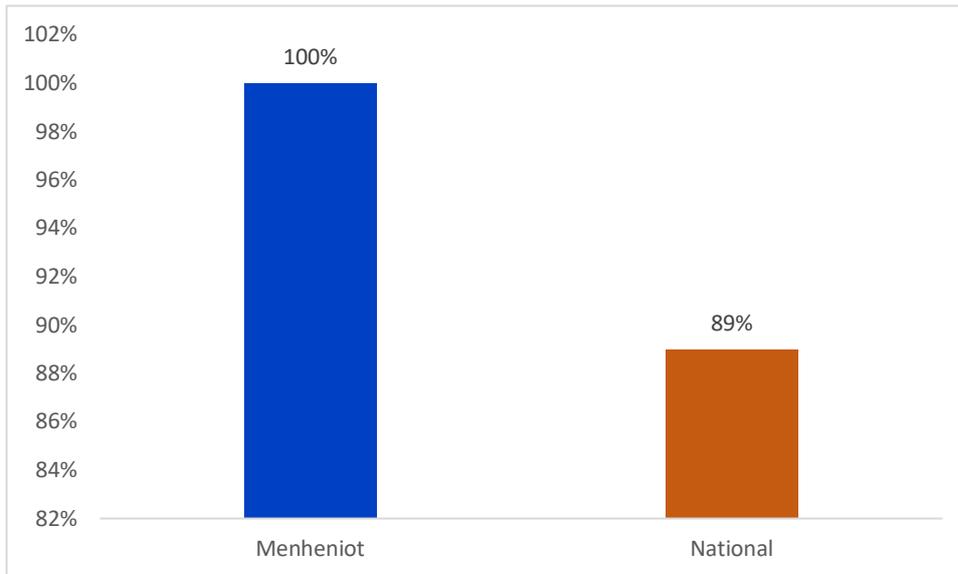
The parish council will discuss and review the findings of this survey at its public meeting on 15 June 2023 with a proposal to repeat the survey after six months.

Stay connected

The Parish Council makes regular postings on its Facebook and Twitter feeds to keep residents informed of news in the parish. Our website is the main resource for all the information we accumulate through our work. Please follow us to keep up to date. There are six parish noticeboards located at: Menheniot Village (Spar shop); Island Shop; Lower Clicker; Merrymeet; Pengover Green; Dodycross.

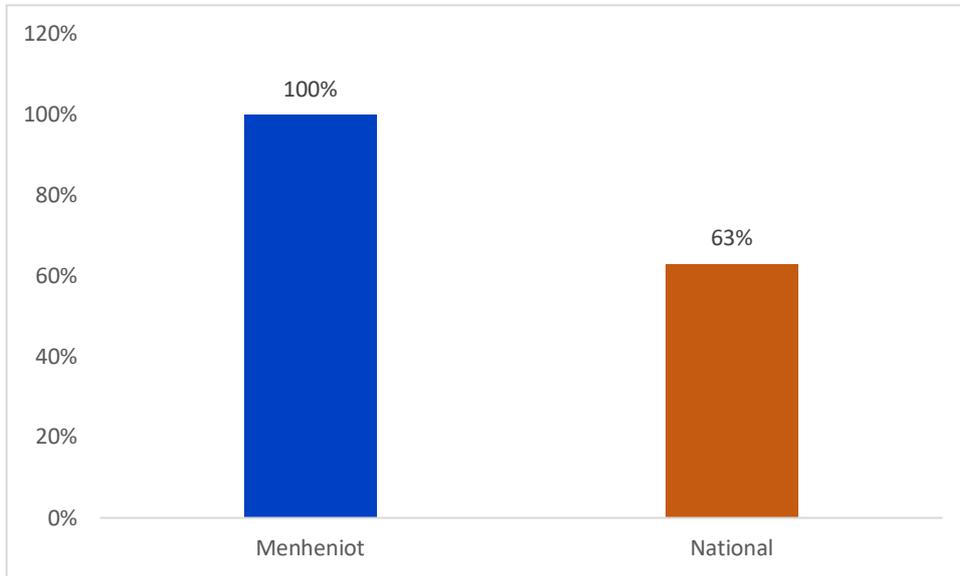
Thinking about all the journeys you have made on the 451a, tell us how satisfied you were with these aspects of your journey:

1 How satisfied were you with the overall journey?		
	Menheniot 2023	National Survey 2019
Very or fairly satisfied	100%	89%
Very satisfied	95%	
Fairly satisfied	5%	
Neither satisfied or dissatisfied	0%	
Fairly dissatisfied	0%	
Very dissatisfied	0%	



At the time of the survey, the new service had been running from 14 April until the survey closed on 26 May, so opinions are based on seven weeks travelling.

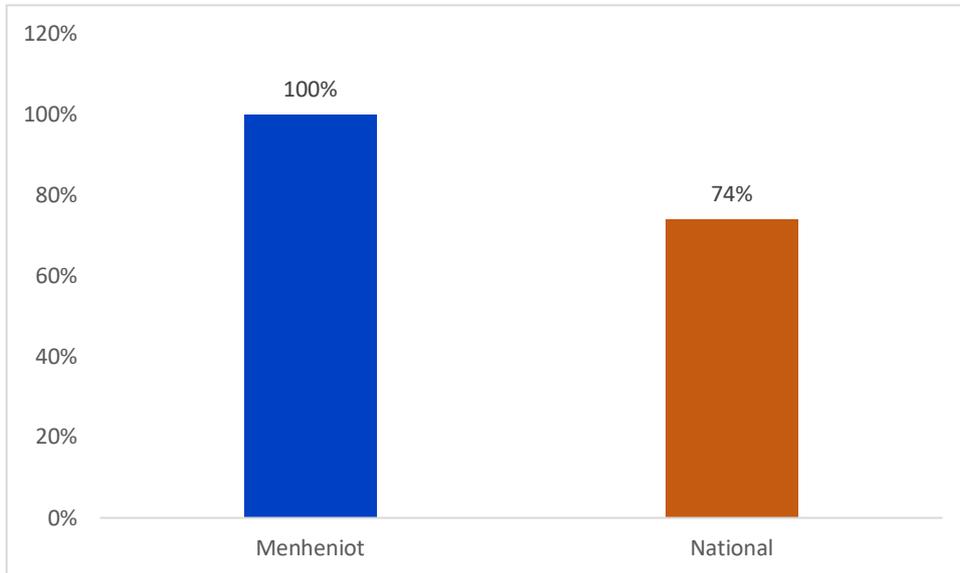
2 How satisfied were you that your journey was value for money?		
	Menheniot 2023	National Survey 2019
Very or fairly satisfied	100%	63%
Very satisfied	100%	
Fairly satisfied	0%	
Neither satisfied or dissatisfied	0%	
Fairly dissatisfied	0%	
Very dissatisfied	0%	



The current fares are: £2.40 adult return.

Passengers can I use their concessionary bus passes, but the £2 maximum adult single fare offer that's running at the moment? ('Make Big Savings by Bus') is not available.

3 How satisfied were you with the punctuality of the bus?		
	Menheniot 2023	National Survey 2019
Very or fairly satisfied	100%	74%
Very satisfied	89%	
Fairly satisfied	11%	
Neither satisfied or dissatisfied	0%	
Fairly dissatisfied	0%	
Very dissatisfied	0%	



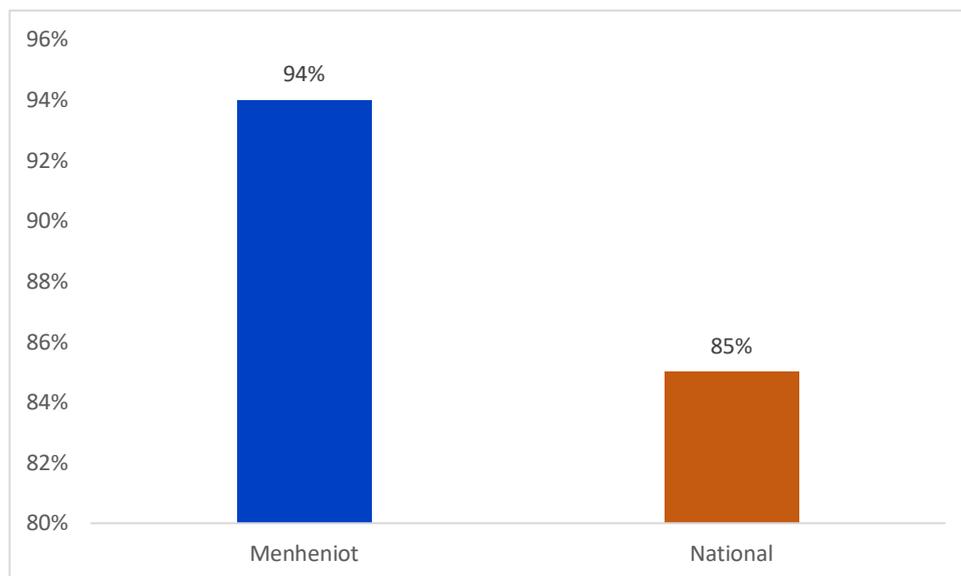
The service currently runs with two buses which are scheduled to arrive at the same time, but delays may occur when drivers need to assist passengers with accessing the service.

4 How satisfied were you with the behaviour of other passengers?		
	Menheniot 2023	National Survey 2019
Cause to worry?	100%	94%*

The question we asked in our survey does not completely match the national survey. In the latter, passengers were asked if they had 'cause to worry or feel uncomfortable from the behaviour of other passengers', and the survey result was expressed in a percentage of the number of journeys affected.

*The Transport Focus survey showed that 6% of journeys had been affected by anti-social behaviour.

5 How satisfied were you with the journey time?		
	Menheniot 2023	National Survey 2019
Very or fairly satisfied	94%	85%
Very satisfied	83%	
Fairly satisfied	11%	
Neither satisfied or dissatisfied	6%	
Fairly dissatisfied	0%	
Very dissatisfied	0%	



The 'fairly satisfied (single) response came from a resident in Menheniot village who is a regular user of the service.

6 if you haven't used the service yet, please tell us why (choose as many as you like)	
	Menheniot 2023
I don't want to travel on a Friday	50%
Bus leaves too early.	0%
Journey to Liskeard is too long.	0%
I don't know what time the bus leaves or where from.	0%
Too expensive.	0%
Don't feel comfortable or safe travelling with other people.	0%
Service not reliable.	0%
I have used my car.	50%
I don't need to use the bus..	0%

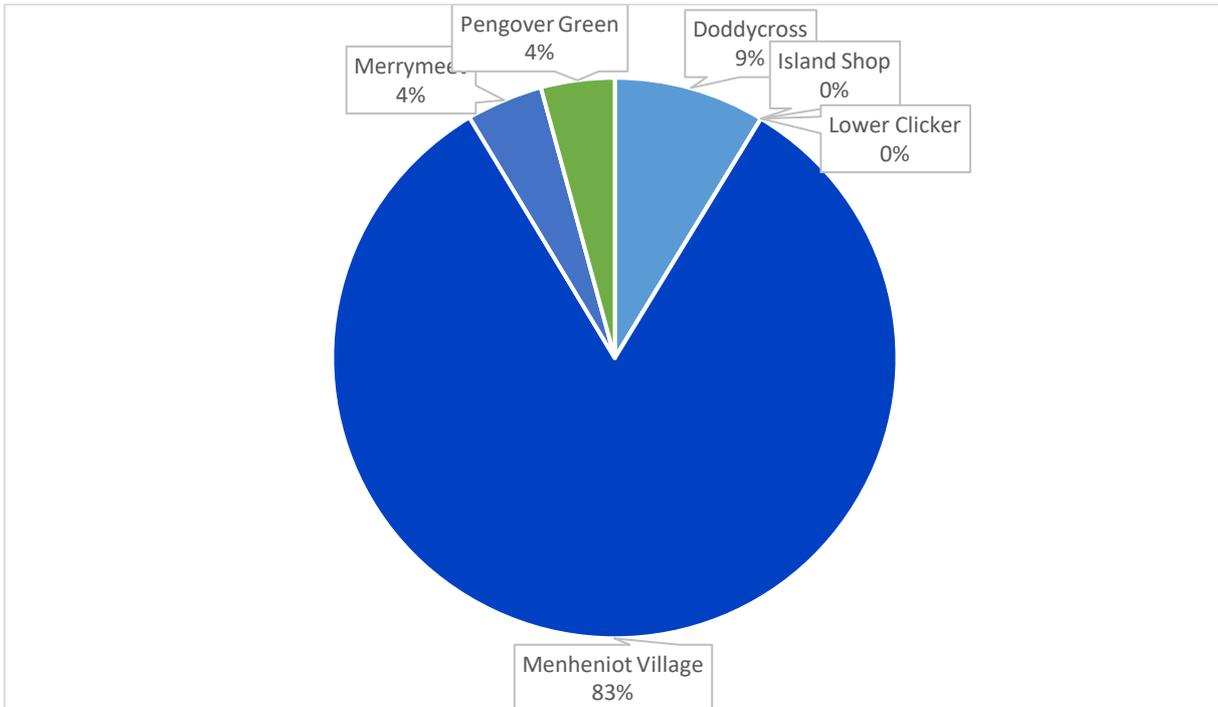
This section was answered by two passengers only (which may be explained by the survey being distributed partly by email which could capture people not using the service)

Technical

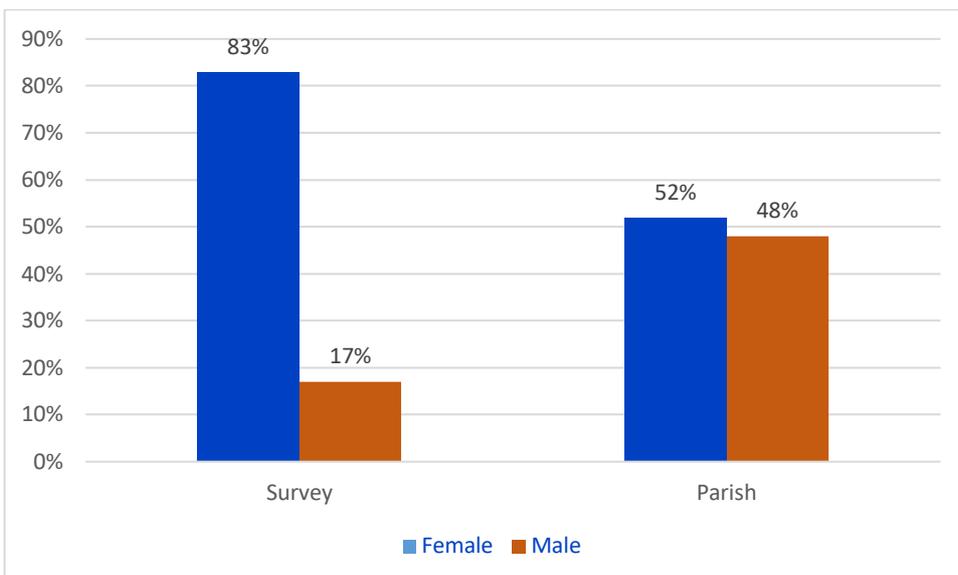
Survey open from 5 May 2023 until 28 May 2023 and relates to bus journeys taken between 14 April and 26 May 2023.

Distributed by email to the Bus Users Group (23 users) and 14 paper copies. Not all questions answered in full by every respondent.

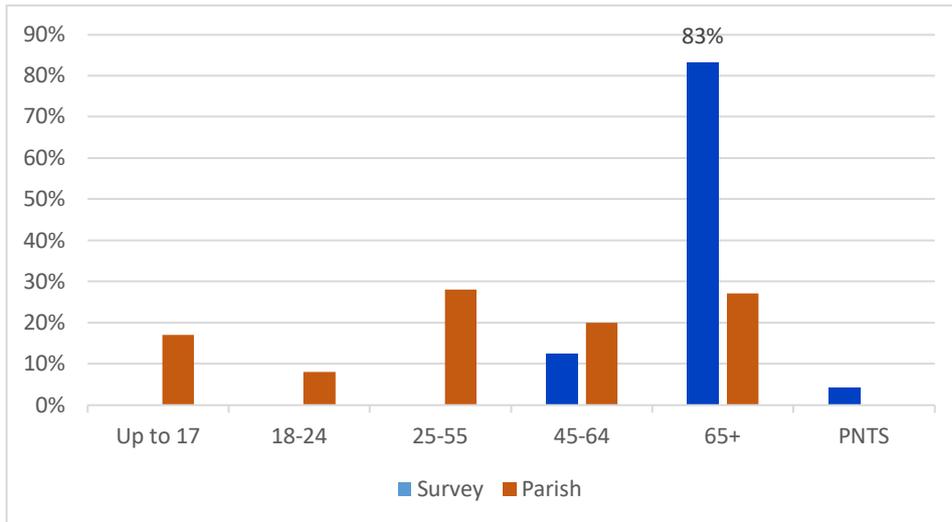
Where do our bus users live?



Bus users by sex: survey/parish



How old are our bus passengers? Survey/parish



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	Comment	Response
1.0	Thank you and compliments	
1.1	Many thanks to both drivers. I look forward to seeing a fuller service in future.	Thank you and noted
1.2	The bus service is very handy. Thank you.	Thank you
1.3	Both drivers very helpful.	Good!
1.4	Very pleased with the service	Thank you
1.5	Both drivers very helpful.	Good!
1.6	The drivers were really helpful and kind. The way they waited until everyone was making the return journey was outstanding. The willingness to add another bus when demand warranted it was excellent.	We're pleased you have found them and the service helpful
1.7	Please keep it going. I have been shut in a flat. No garden. Great journey time.	Good and noted
1.8	I also would like to say at this point how lovely it is to have such pleasant and considerate drivers, they certainly deserve a big "Thank You"	Good
1.9	The new bus service is absolutely wonderful. At first I was a bit sceptical that this would work, only running once a week and being quite a long journey. However, this has become a pleasure each week and something very much to look forward to. The buses are comfortable, the drivers are so kind and helpful to everyone. They really couldn't be more obliging. Having lived in this village since 1997 and having used the bus service since that time, I can honestly say that this new service feels like a very personal one. One with drivers who actually care about the well-being of their passengers. Thanks to all concerned and please may it continue.	I'm really pleased that this has brought a benefit to you and other residents so fulfilling our intentions.

	Comment	Response
2.0	Changes possible?	
2.1	I will continue to use the bus but unfortunately can't every Friday re times of bus. Pleased we have a bus many thanks for all your hard work	Thank you
2.2	Some other days to Liskeard. Return to Menheniot later.	Noted
2.3	Excellent service. Be nice for another day to maybe go to Saltash (so 2 a week)	Noted
2.4	Excellent service. Shame it's only once a week.	Thank you
2.5	If there are no passengers going to the hospital, is it really necessary to go there?	Routes will be reviewed twice a year to ensure they are effective
2.6	I'm thrilled to be able to use this wonderful bus service. I would very much like a Wednesday as an extra day. However, it is very, very satisfactory.	Thank you and noted

2.7	A very good service for the village. It is very well supported. Longer in Liskeard and more buses would be very much appreciated.	Noted
2.8	Well supported - could spend an extra 30 minutes in Liskeard. Obviously needs an extra couple of days rather than just Fridays.	Noted, at this time no funding is available for additional days I'm afraid.
2.9	<p>What would be even more wonderful is if we could have a bus going the other way via Lidl, Waitrose and Saltash even if this was only every two weeks or whatever. I appreciate that this was what we were first offered but because of the immense difficulty and danger of what was involved with getting on and off this first proposed bus route regarding those who just wished to go into and return from Liskeard it was just not feasible but unfortunately because the passengers themselves had not been asked about this proposed route before we were presented with this timetable and then realising what it actually involved we then lost the opportunity of being able to do both routes.</p> <p>I am sure that if the route via Lidl, Waitrose and Saltash could be put into place from our villages like I suggested (even if its not every week) then you would find more of us would use the bus. Could it not be considered? I think you would be surprised at the response to this. I really hope that you will give this some consideration, it would be very much appreciated. PS: You will notice that I have only used the bus once (hopefully I will be on it again this Friday 12 May) this is because I have been recovering from a nasty fall I had which prevented me from being able to get out unfortunately.</p>	Noted, thank you

	Comment	Response
3.0	Not using the service at the moment	
3.1	I have other commitments on a Friday so will not be able to use the service	Thank you
3.2	I would use the bus, however it hasn't been convenient for me to do so as yet. My main reason for not doing so is that the service is limited at present ie Friday only and one outward and one inward running time. I fully understand the reasons are due to cost although it does make the service less functional for me to use. More opportunities with a greater amount of choice would improve the chances of the service being used by a larger number of people.	Noted, unfortunately here is no funding available to increase the service at this time
3.3	I cannot use the bus as I would have to catch it 55 mins before I need to get to work and when I leave I would have to wait half an hour or more as it is late	Noted

	<p>sometimes it is quicker to walk the mile home, but the roads are not very safe because of the fast traffic, so I drive</p> <p>It is so good to have a bus again into Liskeard after being isolated and losing our independence for so long when the previous bus was stopped in September last year. I am an elderly non driver and I rely on public transport so this bus is a lifeline for people such as myself even though it is only one morning a week.</p>	
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	Comment	Response
4.0	General comments	
4.1	The fact that two buses are needed to go from Menheniot to Liskeard and back has made the value of the service obvious.	Thank you
4.2	In my view, the bus service and the passenger numbers are proof of the demand for a public bus service to Liskeard.	Thank you
4.3	Last week one of the drivers (they are both called Mike) asked us to think about whether we'd like to go on outings. Would we? Oh my goodness yes! It's been such a long time since there has been an opportunity to go out for the day. Surprisingly the bus fare is very cheap; only £2.40 return and although I'm sure I qualify for a concessionary card I prefer to pay in order to try to keep our bus running if possible.	We're pleased to hear this- have a lovely time wherever you go!